ARIEDGE
Transforming Ideas Into Intelligent Software

Sales And Marketing

Automated Agent Calls for Seamless Task & Query Handling

Overview

Name: Agent-to-Agent Calling Automation

Primary Purpose: Enable two AI agents to collaborate — one handling user queries and document retrieval, the other managing task creation and classification.

Target Audience: Operations teams, IT service desks, project management teams.

Technology Used: Microsoft Power Automate, Azure OpenAI Service (ChatGPT-4o), SharePoint, Microsoft Outlook Integration, Web API Integration.

Whats Next

We'll integrate the system with the project management platform for real-time updates and allow users to modify task details before finalization.

About The Client

A growing enterprise faced slow response times and missed follow-ups due to manual processes, switching between tools, and inconsistent task tracking.

Challenge

The client's sales and operations teams faced delays, skipped follow-ups, and inconsistent communication due to manual processes and the lack of an integrated system for tracking and responding to queries.

Solution

We developed a two-agent automation system: Agent 1 handles user queries and responds with structured emails, while Agent 2 classifies requests and manages tasks through AI. It integrates with SharePoint and task management systems, streamlining communication and speeding up response times, powered by ChatGPT-4o.

The Results

90% faster query-to-response cycle.

Zero missed follow-ups, as all requests are automatically classified and tracked.

Improved task accuracy, with correct tagging and priority setting.

Centralized recordkeeping for all queries and task statuses.